

# Onboarding for ConnectWise Backup™

Fast Track Your Backup Success. Enable Your Team. Protect Your Clients.

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## Statement of Work

### [Backup Onboarding](#)

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## Eligible Products:

BCDR solutions from ConnectWise  
(Axcient, Acronis, Veeam, SaaS Backup)

## Service Overview

Onboarding for ConnectWise Backup is a guided, expert-led training and implementation program designed specifically for partners adopting ConnectWise Backup for the first time. From hardware to deployment to data recovery workflows, our specialists walk you through everything you need to get fully operational quickly and confidently.

This service ensures that your team is ready to deliver reliable, scalable data protection from day one.

## What You Get: High Value Deliverables

### Dedicated Onboarding Specialist

An Onboarding Specialist leads your entire project end-to-end, with additional recovery experts involved as needed.

### Tailored Training Sessions

Training is designed around your business processes and operational workflow.

Topics may include:

- Hardware ordering (if applicable)
- Appliance setup and configuration
- Backup agent deployment
- Solution optimization for performance and reliability
- Working with the ConnectWise NOC (if applicable)
- Best practices for recovery and support interactions

### Session Summaries and Action Plans

After every session, your Specialist provides:

- Key takeaways
- Homework and configuration tasks
- Next steps to keep momentum strong

## Partnering with ConnectWise

### Our Responsibilities

We ensure your onboarding runs smoothly by:

- Managing all planning, scheduling, and project activities
- Leading every step of training and configuration
- Documenting issues/risks and escalating when needed
- Keeping all communication organized through your ConnectWise project ticket
- Providing clear homework to maintain implementation momentum

### Your Responsibilities

To ensure a fast, successful deployment, you agree to:

- Assign a primary Project Manager
- Provide required system access and documentation
- Ensure stakeholders attend sessions and can make decisions
- Complete assigned homework before the next session
- Manage custom reporting and non-ConnectWise integrations (additional services available separately)

### Why Choose Onboarding for Backup?

- **Accelerate time-to-value** with guided setup
- **Avoid costly mistakes** with expert-led configuration
- **Train your team** to manage backups confidently
- **Optimize your solution** for reliability and performance
- **Reduce operational friction** by learning how to work with ConnectWise NOC and recovery

This isn't just onboarding—it's a launchpad for long-term success.

## CONTACT US



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